

# Los Angeles LGBT Center

/Success Story



*Since 1969 the Los Angeles LGBT Center has cared for, championed, and celebrated the LGBT individuals and families in Los Angeles and beyond. The Center is one of the largest and most experienced providers of LGBT health and mental care. It is also supported by a research team to help advance the care and treatment of lesbian, gay, bisexual and transgender people.*

The Center is an unstoppable force in the fight against bigotry and the struggle to build a better world in which LGBT people thrive as healthy, equal and complete members of society. Medical providers, therapists and pharmacy staff work together to help patients lead healthier, happier lives.

The Los Angeles LGBT Center earned Charity Navigator's highest rating for more than ten consecutive years—a status achieved by only 3% of the nation's charities. GuideStar also ranks the Center as the #1 community-based LGBT nonprofit in the nation.

## Reaching patients where they are

The Los Angeles LGBT Center offers vital programs and resources to the LGBT community, including affordable housing, education, advocacy and health services. With 13,000 patient visits to its STI program annually, Health Services is the Center's largest department, which includes sexual health and prevention services, mental health, addiction recovery, pharmacy and clinical research.

All clinical data is accessible to patients at any time through the FollowMyHealth patient portal. With FollowMyHealth, patients at the Center can engage with their health journeys through the intelligent enterprise platform. The application provides an automated check-in process up to 24 hours before the patient arrives. Demographic

## Client Profile

Los Angeles LGBT Center

Los Angeles, California, U.S.A.

### OVERVIEW

- 16 PCPs, three additional providers specific to its sexual health program
- 10 locations
- 33,750 clinic visits per year
- 32,000 client visits for STI and HIV testing, PrEP programs
  - More than 3,920 patients living with HIV or AIDS
- 5,330 medical visits to its Transgender Health Program

### ALLSCRIPTS SOLUTIONS

- FollowMyHealth®

**75%** Patient Adoption  
App functionality increased patient adoption



**Smartphone Access**  
Patients can read, update and electronically sign from any device

**90%** Virtual Visits  
To help reduce exposure to COVID-19 virus



**Consistent Data**  
Interfaces monitor the databases, so all systems mirror each other



information is auto-populated from the EHR and enables patients to make updates from their smartphones. All documents—including insurance, health information, assessments and HIPAA documentation—can be read, updated and electronically signed from any device.

Clinicians use the platform, too. It helps them drive outreach for appointments, education, medications, screenings and telemedicine. Creating a connection between clinician and patient, FollowMyHealth helps manage appointment volume, address value-based quality measures and close clinical gaps. The Center's providers report that FollowMyHealth helps to create synergy, thus being an effective patient engagement solution.

Clinicians' promotion of the app and the array of functionality that patients can access through the app increased patient adoption, which hovers between 72%–75%.

### Allscripts adapted to meet the Center's needs

The Los Angeles LGBT Center is one of the few Federally Qualified Health Centers in the nation with providers specializing in primary care for LGBT people. Its medical providers are experts at caring for lesbian, gay, bisexual and transgender people, and they understand the issues that disproportionately affect the LGBT community.

The Center's patients seek treatment, care, prevention and support. Because of these specific needs, staff members must be cognizant that some patients do not use their legal names nor identify with the gender assigned at birth.

Health Information Systems Director Gabriel Lopez, CPHIMS, emphasized the importance of addressing patients in the manner which makes them most comfortable—an effort which Allscripts supported.

"Allscripts was sensitive to transgender patients' needs and built the FollowMyHealth app with fields to allow our patients to enter their preferred information. This unique feature created a stronger relationship and level of comfort between provider and patient," Lopez added. "Without hesitation, the Allscripts team began using terms pertaining to the trans and nonbinary community on a regular basis. We appreciated that it became part of their vernacular when working with us."

The Center partnered with Allscripts to also add demographic fields for Sex Assigned at Birth, Administrative Sex, and Sexual Orientation and Gender Identity (SOGI). The effort to collect this vital information has resulted in more than 1,200 patients whose medical care can be more accurately monitored for appropriate clinical follow-up. The Clinical Module's patient demographics address gender identity in the patient banner and preferred pronouns are implemented within the history and physical notes. The interfaces built between the Allscripts PM system and Allscripts Professional EHR monitor the databases, so all systems mirror each other.

All clients utilize the same demographic section upon registration. Since the inception of SOGI data collection within Allscripts, 98% of the Center's clients have sexual orientation and gender identity (SOGI) data; 16% with gender identity differing from their sex assigned at birth. Of the 16%, 41% are female assigned at birth and 59% are male assigned at birth.

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Gabriel Lopez, CPHIMS, Health Information Systems Director

## Telehealth using FollowMyHealth Patient Portal

Allscripts also supported the Los Angeles LGBT Center with recent COVID-19 demands. Like many healthcare providers nationwide, COVID-19 affected the way the Center served its patients. To help reduce exposure to and transmission of the virus, 90% of in-person visits were changed to virtual visits via telephone and/or videoconference. Patients continue to receive the high-quality care they needed through FollowMyHealth's telehealth system.

Allscripts helps Los Angeles LGBT Center provide patients with access to their clinical data, user-friendly telehealth platforms and patient-centered, empowering care. Providing these critical health informatics tools and resources helps the Center to continue its mission of building a world where LGBT people thrive as healthy, equal and complete members of society.



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